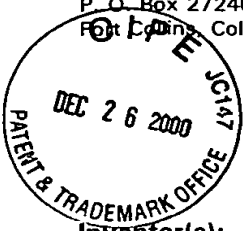


HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P.O. Box 272400
Fort Collins, Colorado 80528-9599

Patent Application

Attorney Docket No. 10002185-1



IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Anna M. Zara, et al

Serial No.: 09/666,910

Examiner:

Filing Date: 9/21/00

Group Art Unit: 2161

Title: Intelligently Classifying and Handling User Requests in a Data Service System

ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231

TRANSMITTAL LETTER FOR SUBMITTAL OF MISSING PARTS

Sir:

This is in response to a Notice to File Missing Parts of Application under 37 CFR 1.53(f) mailed on 11/2/00. Enclosed is a copy of said Notice and the following documents and fees to complete the filing requirements of the above-identified application.

(X) Executed Declaration and Power of Attorney. The above-identified application is the same application which the inventor executed by signing the enclosed declaration.

() Statutory basic filing fee () Utility \$760.00 () Design \$430.00

() Additional claim fees of \$

(X) Missing Parts Surcharge \$130.00

() A Petition for Extension of Time for reply to Notice of Missing Parts is attached.

() one month \$110.00
() two months \$380.00
() three months \$870.00
() four months \$1360.00

Please charge to Deposit Account **08-2025** the sum of \$130.00. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account **08-2025** pursuant to 37 CFR 1.25.

(X) A duplicate copy of this transmittal letter is enclosed.

Respectfully submitted,

Anna M. Zara, et al

By Thomas J. B.

Attorney/Agent for Applicant(s)
Reg. No. 37,079

Date: 12/19/00

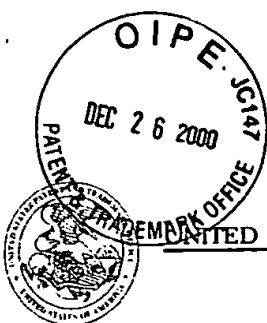
Telephone No.: (650) 857-5972

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231.

Date of Deposit: 12/19/00

Typed Name: Tiffany Turner

Signature: Tiffany Turner



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

| APPLICATION NUMBER | FILING/RECEIPT DATE | FIRST NAMED APPLICANT | ATTORNEY DOCKET NUMBER |
|--------------------|---------------------|-----------------------|------------------------|
| 09/666,910 | 09/21/2000 | Anna M. Zara | 10002185-1 |

Hewlett Packard Company
Intellectual Property Administration
PO Box 272400
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FORMALITIES LETTER

OC000000005527049

Date Mailed: 11/02/2000

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION**FILED UNDER 37 CFR 1.53(b)*****Filing Date Granted***

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

*A copy of this notice **MUST** be returned with the reply.*



Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

12/28/2000 MAHME1 00000010 082025 09666910

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